

# BUSY BUTTONS CREATIVE STUDIO LTD.

## TERMS AND CONDITIONS

### Bookings

- 1.1 All bookings will be confirmed by email.
- 1.2 Part or full payment is regarded as acceptance of our booking Terms & Conditions.
- 1.3 Deposits are non-refundable.
- 1.4 Busy Buttons Creative Studio accepts payment by credit or debit card, childcare vouchers and cash payments. All payments made using a credit card are subject to a 2.5% charge. Please note we do not accept American Express.
- 1.5 No booking will be fully confirmed until a full payment is received and registration details about each participant/child are submitted.
- 1.6 It is the parents/guardians duty to keep their child's details updated on our booking record. This can be done by logging on to our booking system or by notifying us in writing.
- 1.7 All bookings which are subject to an Early Bird or Special discount must be paid in full (either by debit/credit card or childcare vouchers or by cash payment) by the end date of the discount period. Any bookings not paid in full by this date will revert to the standard rate.

### International Camp Bookings

- 2.1 Children booked from overseas are required to have a good level of spoken English so that they can follow the instructions from the leaders and are able to communicate with the other children.
- 2.2 We require 2 local telephone contact numbers once you are in the UK, in case of an emergency.

### Changing your Camp Booking

- 3.1 If you give us 28 or more days' notice you will be able to change your dates **within the same holiday season**, subject to availability, free of charge.
- 3.2 If you give us less than 28 days' notice we will endeavour to change your dates within the same season (e.g. summer), subject to availability, on payment of a £10 amendment fee per booking.
- 3.3 We are unable to make any changes with less than 24 hours' notice.
- 3.4 As we offer a discounted weekly price, if you wish to change days within a week, we will then recalculate your booking at the daily rate which may result in an additional charge.

### Cancelling your Camp Booking

- 4.1 If you give us at least 28 days' notice before the date(s) you would like to cancel, we will refund all monies paid, minus the equivalent of £10 per child per day.
- 4.2 As we offer a discounted weekly price, if you wish to cancel days within a week, we will then recalculate your booking at the daily rate which may result in an additional charge.
- 4.3 If you give us less than 28 days' notice before the date(s) you would like to cancel, we regret that **no refund** is available.

### Term-Time Course Bookings

- 5.1 Term-Time courses include all series of classes that are scheduled from the beginning until the end of an academic term. Even if these series of classes usually are scheduled in blocks of 10 weeks, the length of the course may vary during different terms. This includes both courses scheduled on Saturdays and weekdays afterschool time.
- 5.2 A participant/child that is enrolled in a series of classes will automatically get a place reserved for the following term in advance to ensure continuity of tuition.
- 5.3 Changes to the term-time courses class lengths, term dates, timetable, or fees, may be necessary from time to time. Busy Buttons Creative Studio will give you at least 1 full terms notice of this. If we are forced to cancel a class without sufficient notice, any fees paid for that class will be either carried forward to the next series of classes or refunded.
- 5.4 Fees for each term must be paid in full prior to the first class in that term.

### Changing your Term-Time Course Booking

- 6.1 If you wish to change groups for the same course during the course of a term you need to request this in writing. Busy Buttons Creative Studio has no obligation to grant your request, but may allow you to move to another group providing that there are enough available spaces.
- 6.2 Any changes to the term-time courses will only be for the specific period and circumstances for which it is granted. It will not constitute a formal change to the Terms & Conditions and will set no precedence. Any such temporary variation to these Terms & Conditions will be agreed in writing.

### Cancelling your Term-Time Course Booking

- 7.1 By accepting our booking Terms & Conditions you agree to that the participant/child will be continuously reserved on to the next term until either you or Busy Buttons Creative Studio give at least 1 term written

notice. The notice must be given before the first class of the previous term.

- 7.2 If you do not give the required 1 terms' written notice, you will be required to pay fees in lieu of notice.
- 7.3 If Busy Buttons Creative Studio are forced to give written notice at any point during a term, or has to cancel the remaining classes during a term, you will receive a refund for fees for any classes that you have paid for but that the participant/your child has not received.

#### Venue Cancellation

- 8.1 In exceptional circumstances we may have to cancel particular dates, in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

#### Adverse Weather Conditions

- 9.1 In the unlikely case that we are unable to run the camp due to adverse weather conditions we will offer a full refund or credit for another day
- 9.2 If customers are unable to attend camp during adverse weather conditions but the camp is open, no refund will be applicable.
- 9.3 We will endeavour to advise customers of any closure by means of email, text or notification on the Busy Buttons Creative Studio's website as soon as possible. The website will be updated with the most up to date information.
- 9.4 Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

#### Extended Care and Late Pick-up - Camps

- 10.1 Our standard hours for all camps are 8.30am to 4.00pm for reception aged children and older. Our standard hours for all camps are 8.30am to 12.30pm for 3 year olds up to reception age.
- 10.2 Our extended camp sessions are from 8:00am till 6:00pm. If you require extended care, the extended sessions are between 8:00am to 8:30am and/or from 4:00pm to 5:00pm and/or from 5:00pm to 6pm. Each session should be booked in advance and will be charged separately at the current rate. **No extended sessions are offered to the 3 year old to reception aged children.**
- 10.3 If you have not booked and paid for extended care and arrive more than 5 minutes into an extended session you will be liable to pay for extended care.
- 10.4 **All reception aged and older children MUST be collected by 6pm. All 3 year olds to reception aged children MUST be collected by 12:30pm**

- 10.5 You can cancel extended care outside of 28 days and receive a full refund, or amend extended care outside of 28 days for no extra charge.
- 10.6 Amendments to extended care within 28 days will incur a £10 administrative fee.
- 10.7 You will not receive a refund if you cancel extended care within 28 days.
- 10.8 You are able to book extended care up to and including the day your children attend camp.
- 10.9 If for any reason you are detained and unable to collect your reception aged and older child/ren by 6:00pm or your 3 year old to reception aged child/ren by 12:30pm, we ask that you call Busy Buttons Creative Studio on 0800 101 8332 / 07952 418 212 as soon as possible.
- 10.10 Two members of staff will wait with your child until they are collected.
- 10.11 You will be charged a late pick-up fee of £20 for every 15 minutes after 6pm to cover this staffing cost.
- 10.12 If we have no contact from a parent/guardian of a reception aged and older child by 6.30pm or a 3 year old to reception aged child by 1:00pm, we will contact Social Services to advise them we have an uncollected child.
- 10.13 We reserve the right to refuse future bookings from parents who continually pick up late.

#### Late Pick-up – ‘Drop & Shop’ and Courses

- 11.1 Our standard hours for courses varies and are specified in the booking confirmation emailed to at the time of booking. A ‘Drop & Shop’ session can NEVER exceed 2 hours and is determined from the time the parent/guardian sign the register held at the counter.
- 11.2 **All children MUST be collected by the end of the respective session or course.**
- 11.3 If for any reason you are detained and unable to collect by the end of the session or course, we ask that you call Busy Buttons Creative Studio on 0800 101 8332 / 07952 418 212 as soon as possible.
- 11.4 Two members of staff will always be present at the centre while your child is waiting to be collected.
- 11.5 You will be charged a late pick-up fee of £5 for every 15 minutes after the end of the respective session or course to cover this staffing cost.
- 11.6 If we have no contact from a parent/guardian by 30min after the end of a session or course, we will contact Social Services to advise them we have an uncollected child.
- 11.7 We reserve the right to refuse future bookings from parents who continually pick up late.

### Insurance

- 12.1 All children in our care are covered by our Public Liability Insurance.

### Health Policy

- 13.1 Busy Buttons Creative Studio requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for a minimum of 24 hours after the last symptom occurs. For a full list of exclusion periods please refer to our Policies & Procedures.
- 13.2 No refund will be given for exclusion due to illness or infectious diseases.
- 13.3 Busy Buttons Creative Studio will only administer medication if it has been prescribed by a doctor or other health professional. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

### Toilet training

- 14.1 Busy Buttons Creative Studio asks that children attending camp have been toilet-trained. If a child is still in nappies, he/she is unsuitable for camp activities, and the company asks that the child is not booked onto camp.
- 14.2 Busy Buttons Creative Studio understand that accidents can happen, and suggests that younger children bring a change of clothes. Busy Buttons Creative Studio may ask parents to remove a child who soils persistently – in which case no refund will be given.

### Food for Camp

- 15.1 Kindly make sure that you send 1 - 2 snacks and a packed lunch with water / drinks with your children if they are booked in for a full day, or 1 - 2 snacks and water / drinks with your children if they are booked in for a half day. We can provide tap water.
- 15.2 No nuts are allowed on the camp premises.

### Attire for Camp

- 16.1 As this is an art based camp kindly dress your children in comfortable and suitable clothes and shoes ie. not their best dress/shirt. Aprons will be provided but Busy Buttons Creative Studio can't take any responsibility for any damage or loss of your child's clothes or shoes. Kindly label your children's clothing, water bottles and bags.
- 16.2 Do send along sunscreen and a hat or appropriate winter or rainwear according to the season and weather conditions.
- 16.3 Please ensure that your child wears comfortable shoes that are suitable for both sports and art activities. Children wearing open shoes

and sandals might get excluded from certain activities due to health and safety reasons.

### First Aid

- 17.1 By booking for either the drop in sessions, courses or camps the parent/legal guardian agree to the registered person and in her absence to the deputy in charge, taking the necessary steps to ensure that all the children entrusted in their care will receive the best and most appropriate care, attention and treatment should there be an emergency or accident in the provision. The parent/legal guardian understand that the registered person or deputy in charge will make every effort to inform them of any emergency or accident as soon as possible or after the event but that they may have to accompany child/ren to hospital in case of an accident in the parents/legal guardians absence. The parent/legal guardian give permission for the registered person or the deputy in charge to authorise hospital staff to administer essential treatment until their arrival.
- 17.2 If the parent/legal guardian doesn't agree with the declaration in clause 17.1, they should instead provide a statement of procedures to be followed for their child/ren in the event of an emergency in writing. Busy Buttons Creative Studio will do their best to accommodate the parent/legal guardian's particular wishes.
- 17.3 Essential prescribed medication must be handed in to the Manager for safe-keeping. All Busy Buttons Creative Studio's First Aid policies are in line with Ofsted recommendations.

### Notice of Absence

- 18.1 If a child is not attending a scheduled day on camp, parents/carers must telephone the Manager to allow us to update records.

### Photography and Video

- 19.1 Please note that we may take pictures and film your child working during drop in sessions, courses and camps. The images may be used for promotional and informative purpose as well as for the local and national press.
- 19.2 Please opt out when you book if you have any objections and we will respect your request.
- 19.3 We have a 'No Photograph' policy in the design centre and at our camps. Please enquire with staff if you would like them to take photographs of you and your child/ren and email them to you.

## Mobile Phones and Electronic Devices

- 20.1 All electrical devices are prohibited on drop in sessions, courses and camps. If found, children will be asked to place the device in the Manager's box which will be locked and secured at all times.
- 20.2 Parents/Guardians are required to contact the Manager/Course Leader if they wish to speak with their child during drop in sessions, courses and camps.
- 20.3 Busy Buttons Creative Studio will not take any responsibility for the damage or loss of any electronic devices that are brought onto camp.

## Equal Opportunities

- 21.1 At Busy Buttons Creative Studio we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.
- 21.2 We operate a zero tolerance policy on discrimination or bullying of any kind.

## Child Protection

- 22.1 We are committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation. Busy Buttons Creative Studio has legal obligations in relation to Child Protection.
- 22.2 As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or other official agencies.

## Specific Needs and/or Medical Conditions

- 23.1 Busy Buttons Creative Studio recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment.
- 23.2 It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- 23.3 **It is the responsibility of the parent/carer to contact the management on 0800 101 8332 / 07952 418 212** to inform us of any medical conditions and physical and/or behavioural needs so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on camp within the staffing ratios provided for their age group.
- 23.4 The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.

- 23.5 We are not able to provide additional staff to child support above the ratios of 1:6 for ages 3 to 4, and 1:8 for ages 5 and over, irrespective of any specific needs or medical conditions. Where a child does require one-to-one support, arrangements needs to be done in advance and it will incur additional costs.
- 23.6 We are happy to accommodate a child with specific needs on a trial basis and reserve the right to review further bookings.

### Behaviour Code of Conduct

- 24.1 Busy Buttons Creative Studio uses effective behaviour management strategies to promote the welfare and enjoyment of all children attending our drop in services, courses and camps.
- 24.2 Upon booking you agree that your child or children will:
  - Use socially acceptable behaviour
  - Comply with the provision rules, which are compiled by the manager/course leader and the children attending our drop in sessions, courses and camps.
  - Respect one another, accepting differences of race, gender, ability, age and religion.
  - Choose and participate in a variety of activities.
  - Ask for help if in need.
  - Not use abusive or obscene language
  - Not be aggressive in the way they speak or behave towards others
  - Not inflict any form of physical harm to other children, staff or themselves.
- 24.3 We have a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour.
- 24.4 We follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- 24.5 On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from camp. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.
- 24.6 Full details of our Behaviour Policies & Procedures can be found in our Policies & Procedures.

### Data Protection

- 25.1 We will use your details to contact you via email/mail or text with future information about our services.
- 25.2 You may opt out of our mailing list when booking or afterwards at any stage.



- 25.3 Busy Buttons Creative Studio is registered under the Data Protection Act.

### Parent Feedback

- 26.1 We aim to provide the best possible care for all children at all times.
- 26.2 If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- 26.3 Concerns should be raised with the Manager and we will attempt to resolve the issue to your satisfaction. Please refer to our Policies & Procedures for more information.
- 26.4 Failing that you can contact Ofsted, our regulator, quoting our registration number: EY491872

### Refunds

- 27.1 Please allow 10 working days to process refunds.
- 27.2 If you have paid by Childcare Vouchers, we will hold the refund in credit on your account. If your voucher provider accepts refunds, you can request the refund to be returned to your provider.

### Artwork & Copyright

- 28.1 At present your child can take home the artwork done besides that for the film 'The Wind in The Willows'. All copyrights stay with Busy Buttons Creative Studio Ltd. for all the film artwork done. We need your child's artwork to contribute to the filmed animation. We will retain all artwork until the end of this educational film project and promotional events. Please note Busy Buttons Creative Studio holds the right to retain some artwork for archival purposes.
- 28.2 By accepting these Terms & Conditions you agree that Busy Buttons Creative Studio Ltd owns all intellectual property rights of all designs, artwork, photographs of artwork, written work, music and concepts produced as part of workshops, courses, camps, birthday parties and 'Drop & Shop' sessions conducted by Busy Buttons Creative Studio. Including any documents or other materials relating to such designs, course material, hand outs, party material and any future designs supplied by us from time to time.
- 28.3 You acknowledge that all copyright, design rights (including both registered and unregistered if applicable), trade marks, patents, know how, confidential information, trade secrets including but not limited to concepts and themes and other intellectual property rights (collectively with out limitation the "Intellectual Property") in or relating to the Products vests in and remains with Busy Buttons Creative Studio Ltd.
- 28.4 You may not now or at any time in the future use or exploit, or authorise or procure another to use or exploit, the Intellectual Property without Busy Buttons Creative Studio's prior written permission and in

particular (but without prejudice to the generality of the foregoing) You must not use the Intellectual Property in relation to any other project, competing or otherwise.

- 28.5 In the event that you become aware of or suspect any infringement of the Intellectual Property, you must forthwith notify Busy Buttons Creative Studio and take all reasonable action and co-operate with the us in taking any action to limit and remedy any such breach.
- 28.6 Busy Buttons Creative Studio Ltd will have the sole ownership of all intellectual copyrights of all the work that the participants produce as part of workshops, courses, camps, birthday parties and 'Drop & Shop' sessions conducted by us.
- 28.7 If posting any images, films, notices or written (printed / digital media) about any work and designs produced while attending a Busy Buttons Creative Studio workshop, class, camp, 'Drop & Shop' session or event on social, local, national or international commercial or independent media you MUST give due credit to Busy Buttons Design Centre. While using social media you must also include one of the following links in the post, notice or message:  
<https://www.facebook.com/BusyButtonsCreativeStudio>  
<https://twitter.com/BusyButtonsCS>  
<https://www.instagram.com/busybuttonsc creativestudio/>  
[www.busybuttons.org](http://www.busybuttons.org)
- 28.8 If submitting any images of work, or/and work, or/and designs, or/and sketch/logbooks produced while attending a Busy Buttons Creative Studio workshop, class, camp, 'Drop & Shop' session, creative birthday party or event for an scholarship, stipend, competition or any other awarding body, you MUST give due credit to Busy Buttons Creative Studio. Should your child be successful you will also be required to give full details of the achievement to Busy Buttons Creative Studio. The details of your child's achievement will be published in Busy Buttons Creative Studios record and may be announced or/and displayed publically.
- 28.9 Written permission is required prior to independently or commercially publish(printed/digital) any work, or/and work, or/and designs, or/and sketch/logbooks produced while attending a Busy Buttons Creative Studio workshop, class, camp, 'Drop & Shop' session, creative birthday party or event. A royalty fee might apply.

### Arts Award

29.1 Joining a course does not automatically gain the student an Arts Award. There is a small additional processing and/or moderation fee, independent work, an educational visit and at least 1 additional session covering specifics regarding the relevant Arts Award. Enquire with the course teacher for more information.

Please enquire for a full copy of the Busy Buttons Creative Studios Policies and Procedures.

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